THE DESIGN OF IS/IT SERVICES FOR BLOOD DRIVE PROCESS USING SERVICE DESIGN ITIL V3 CASE STUDY BLOOD DRIVE UNIT PMI EAST JAVA

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Abstract
IT/IS Service in health sector have become a necessity associated with the concept of e-Health. E-Health has been known as the supporting of IT in health system and service. Blood drive process is a service of Indonesian Redcross in blood drive unit. The problems include may in data integration and accesstiy which are not appropriate with health system and service standard because lack of information technology support. So, required to design an IT/IS service to support Blood drive process.

IT/IS service designed based on service needs analysis in blood drive unit. The resulting design refer to ITIL v3 in Service Design phase which focusing in process Service Catalogue Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity, Information Security, dan Supplier Management for Blood Bank Information System services.

Service Design process above producing Service Design Package Document for Blood Bank Information System as an IT/IS service which support and enhance the blood drive service to increase efficiency of the blood drive process in health system and service sector for society.
Keywords: IT/IS Service, ITIL v3 Service Design, Service Catalogue Management, Service Level Management, Capacity Management, Operational Level Agreement, Service Continuity, Service Design Package.